



Monarch 9400™ Series Thermal Printer

Messages Manual

Each product and program carries a respective written warranty, the only warranty on which the customer can rely. Monarch reserves the right to make changes in the product and the programs and their availability at any time and without notice. Although Monarch has made every effort to provide complete and accurate information in this manual, Monarch shall not be liable for any omissions or inaccuracies. Any update will be incorporated in a late edition of this manual.

CAUTION

This equipment can interfere with radio communication. The equipment complies with limits for a Class A computing device pursuant to FCC Rules, Subpart J, Part 15, which provide reasonable protection against such interference when operated in a commercial environment. Operation in a residential area can cause interference which the user must correct at his own expense.

This digital apparatus does not exceed the Class A limits for radio noise for digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

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
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1. General Notes

This manual lists and defines startup, offline, and online messages for the 9400™ series printer. The manual shows the text of the message, a description of what the message means, and what action you should take to correct the problem (if necessary).

If you have problems loading supplies or performing maintenance, refer to the Equipment Manual. If you have a problem you can't solve, contact your Monarch service representative.

Before you call...

- Select **Version** from the main menu and press  . The screen displays information about the software installed in your machine.
- Write down the information and give it to the service representative when you call.

2. Diagnostic Messages

These messages appear if the printer fails its internal testing. If the printer stops at one of these messages, turn the power off. Then turn it on again. If the problem persists, call Monarch Service.

Message

Error - Turn power off
Wait 10 seconds, then turn on

Head test failure






RAM read/write failure.

ROM checksum failure.

3. Startup Messages

The printer displays the following messages when you turn the power on. Messages are listed in the order they appear.

If the printer stops at one of these messages, turn the power off. Wait at least 10 seconds, then turn it on again. If the problem persists, call Monarch Service.

Message	Description/Action
Copyright (c) 1988-89 Monarch Marking (Model 94##)	A copyright statement for the software.
Select Supply Type: <u>B</u> A)lign, B)lack Mark or D)ie Cut	<ul style="list-style-type: none">• Press  if you are using black mark or aperture supplies.• Type D and press  if you are using die cut supplies.• Type A and press  to calibrate the printer.
Enter new date: 01/01/89 (MM/DD/YY)	<ul style="list-style-type: none">• Press  to keep the date shown or to skip the prompt.• Enter a new date in the format shown in parentheses and press .




Message

Service Required: XXX
Dayton:(800)231-7700 Press ENTER.

Enter new time: 00:01:04
(HH:MM:SS)

Description/Action

Preventative maintenance message that is displayed when the counter reaches three million inches. This message will be displayed every time the printer is powered up until the counter is reset by a service technician.

- Press  to keep the time shown or to skip the prompt.
- Type a new time and press  . Enter the time in the format shown in parentheses and press  .

4. Operation Messages

There are two kinds of operation messages:

- Error messages
- Warning messages

The messages use the following formats:

ERROR: (function) Error description text.
--

WARNING: (function) Warning message text.
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NOTE: *Function* indicates the part of the program where the error originated, such as Batch Control or Format Entry.


Warning and error messages can be:

Informative messages

The printer displays an informative message for several seconds, then resumes operating. An informative message is usually displayed for 3 seconds in offline operation and for 10 seconds in online operation.

Or ...

Failure messages


The printer displays a failure message and stops operating until the operator presses .

Printer Errors

These messages occur during online or offline operation.

General Warnings

These warning messages are listed in alphabetical order.

Message	Description/Action
Demand is not available.	You tried to change the print mode in Printer Options. On Demand printing is not available on a printer with a knife.
Load supply and press ENTER.	<p>The next batch to print needs a different supply than what is loaded.</p> <p>Load the right supply and press  .</p>
Printing suspended until exit.	While printing, you have selected Batch Control to check the print queue. Printing will resume when you exit Batch Control.
Unassigned memory recovered.	<p>You turned the printer off before it completed the task in progress. You see this message when you turn the printer back on.</p> <p>Check all stored items (formats, batches, passwords, graphic files, etc.) for missing or bad data before continuing.</p>

General Errors

These messages are listed in alphabetical order.

Message	Description/Action
Access denied.	You entered an invalid password.
Cannot cancel.	You cannot cancel the batch in its current state. You can only cancel a batch that has a status of P (Print) or I (Image). (You can use delete if you want to remove a batch with any other status.)
Cannot delete.	You cannot delete the batch in its current state. You can only delete a batch that has a status of Q (Queue). (You can use cancel if you want to remove a batch with a P or I status.)
Duplicate cost code character.	<p>A character appears more than once in the Entered Char portion of your cost code.</p> <p>Type the cost code again, without repeating any characters.</p>

Message	Description/Action
Field ## bad font/barcode.	<p>The font or barcode for the field number shown (##) is not defined properly.</p> <p>Check the field definition in Format Entry and correct the field.</p>
Field ## invalid data.	<p>The data includes characters not available in the character set specified for this field.</p> <p>Check the field definition in Format Entry for the valid font.</p>
Field ## graphic missing.	<p>You have requested a graphic that is not available; the file has not been downloaded from the host.</p> <p>Download the graphic file and request the graphic again or request another graphic.</p>
Field ## extends off tag.	<p>The field you are defining does not fit on the tag.</p> <p>Change the field location, rotation, or font size so it fits on the tag.</p>

Message**Description/Action**

Head open.

The ribbon is improperly positioned.

Reposition the cassette or ribbon loading device so it is firmly seated.
Close the print head.

Hot head.

The print head is too hot to operate. This is normally due to continual printing of formats with a lot of printed data (more than 30% of the tag contains print).

Let the printer cool before continuing.

Insufficient memory.

There is not enough memory available for the item you are trying to store.

Delete formats or batches to free memory.

Knife jam.

The knife is jammed or blocked, or you are attempting to cut supply that is smaller than 1.2 inches.

Clear the knife, then try to print again. If supply is too small, press **F1** to override the message and load the correct supply before attempting to print.

Message	Description/Action
Merge assimilation error.	<p>You have made an error in defining a merge field.</p> <p>Enter the merge field again to correct it.</p>
No batches to examine.	<p>Batch Control is available only when there are batches in the print queue.</p>
No formats available to print.	<p>You cannot enter Data Entry mode until a format is defined.</p>
Ribbon problem.	<p>The ribbon cassette is depleted or jammed. The ribbon may be broken.</p> <p>Check the ribbon and reload or replace it if necessary.</p>

Message**Description/Action**

Stacker Fault.

The stacker is full or the stacker track is jammed.

Empty the stacker before trying to print again.

Supply problem.

There is a problem with the feed mechanism.

Reload the supply if necessary.

NOTE: The 9474 will also display this message if:

- the backing paper takup reel is full.
- the printer is out of stock.
- the stock is the incorrect size for the format that was loaded.

Communication Errors

The following errors are caused by communication problems in the printer.

Message	Description/Action
All comm channels busy.	Software Error. Call Monarch Service.
Invalid comm channel.	Software Error. Call Monarch Service.
Invalid file type.	Software Error. Call Monarch Service.
Receive buffer full.	The host did not stop transmission after it received an XOFF character or after DTR went inactive. Check communication setup at the host.
Receive framing error.	Host communication protocol doesn't match machine. Check communication setup at the host.

Message**Description/Action**

Receive overrun error.

Host communication protocol doesn't match machine.

Check communication setup at the host.

Receive parity error.

Host communication protocol doesn't match machine.

Check communication setup at the host.

Offline Messages

Data Entry or Test Print Errors

The following errors occur during data entry or test printing.
The messages are listed in alphabetical order.

Message	Description/Action
CD verify failed.	You entered an incorrect check digit in a field that requires a check digit.
Improper field length.	<p>You are trying to enter an invalid number of characters in a Fixed or Optional/Fixed field.</p> <ul style="list-style-type: none">• A Fixed field requires exactly the number of characters shown by the dashes on the screen.• An Optional/Fixed field requires either the exact number of characters shown by the dashes on the screen, or 0 characters <p>Enter the correct number of characters for the field.</p>

Message**Description/Action**

Invalid cost code character(s).

You are trying to enter characters in a cost code field (in Data Entry) that are not defined in the cost code.

Check your data to be sure it is correct, then enter the data again.

Machine busy.

You are trying to print a test tag, but the print queue is not empty. The print queue must be empty to perform a test print.

Wait until all batches have printed, then try again to print the test tag.

Must be all digits.

You are trying to enter non-numeric characters in a UPC, I 2 of 5, EAN, or MSI bar code field. You can only enter numeric data for these fields.

Check your data to be sure it is correct, then enter the data again.

Message	Description/Action
Must be an even # of characters.	<p>You are trying to enter an odd number of characters for an I 2 of 5 bar code field.</p> <p>Check your bar code data to be sure it is correct, then enter the data again.</p>
No fields defined.	<p>You are trying to print a test tag, but you have no fields defined.</p> <p>You must define at least one field before you can test a format.</p>
Price CD verify failed.	<p>You entered incorrect data in a UPC or EAN bar code field.</p> <p>Check your data to be sure it is correct, then enter the data again.</p>
Typing mismatch.	<p>You are trying to enter data for a Verify field (you must enter the <i>same</i> data twice), but your entries do not match.</p> <p>Check your data to be sure it is correct, then enter the data again.</p>

Format Entry Errors

Message

Description/Action

CD scheme not defined.

You selected a check digit scheme number in Format Entry that is not defined.

Define the check digit scheme in Printer Configuration.

Cannot save format.

You have not completed any field definitions for this format.

Format in use. Cannot delete.

You are trying to delete a format used by a batch that is printing or waiting to print.

Be sure you are trying to delete the right format. Wait until the batch that uses the format has printed, then delete the format.

Format in use. Cannot modify.

You are trying to modify a format used by a batch that is printing or waiting to print.

Be sure you are trying to modify the right format. Wait until the batch that uses the format has printed, then modify the format.

Message	Description/Action
I 2 of 5 requires even # of digits	<p>You are trying to define the field length for an I 2 of 5 barcode as an odd number.</p> <p>Define the field length as an even number of characters.</p>
Improper field length.	<p>You are trying to define a field length as greater than 30 characters or as 0 characters. All fields must be 1-30 characters (except merge fields, which may not exceed 26 characters).</p> <p>Re-define the field length correctly.</p>
Incompatible field for merge.	<p>You tried to use a line field or a graphic field in a merged field. You cannot use these field types as part of a merged field.</p>
Incompatible field for sub.	<p>You tried to use a line field or a graphic field in a subfield. You cannot use these field types as part of a subfield.</p>
Invalid barcode height.	<p>You tried to define a bar code height as less than 0.20 inch. Bar codes must be at least 0.20 inch (5.08 mm or 38 dots) in height.</p>

Message**Description/Action**

Invalid field reference.

You are trying to define a subfield or a merged field. You have chosen a link with a field number greater than the subfield or merged field.

Choose a link with a field number less than the merged field.

Invalid magnification value.

You entered a font magnification value that is outside the valid range of 1-10.

Enter a value from 1-10.

Invalid supply length

The specified supply length is longer or shorter than the printer can print.

Invalid supply width.

The specified supply width is wider or narrower than the printer can print.

Invalid thickness value.

You are defining a line field. You entered a value for the line width that is outside the valid range of 1-15.

Enter a value from 1-15.

Message

Description/Action

Merge field limit is 26 chars.

You are trying to define a merged field with a field length of more than 26 characters.

Choose a merged field length of 1-26 characters.

Scheme # uses # marked chars.

You are defining a check digit field and you have selected a check digit scheme (#). The number of characters you marked is wrong for the scheme you chose.

Be sure you have selected the right check digit scheme, then mark the characters again.

Scheme # uses # CD(s).

You are defining a check digit field and you have selected a check digit scheme (#). The number of characters you marked is wrong for the scheme you chose.

Be sure you have selected the right check digit scheme, then mark the check digits again.

Message**Description/Action**

Stop location out of range.

You are defining a line field, and have given a stop location that is off the tag.

Check your format and enter the correct stop location.

Sub/merge requires this field.

You are trying to delete a field that is part of a subfield or a merged field.

Be sure you are trying to delete the right field.
Remove the field you want to delete from the subfield or merged field.
Then try to delete the field again.

Vertical/Horizontal out of range.

You entered a field location in Format Entry that is outside the dimensions of the format.

Check the location of the field you are defining to be sure it fits on the tag, then enter the location again.

Online Messages

The following messages occur during online communication when the transmitted data contains errors. To recover from the error, correct the data, then re-transmit it.

The messages are listed in alphabetical order.

Online Warnings

Message	Description/Action
Column > format width.	The column definition for a field location is greater than the format width definition.
Column > head width.	The column definition for a field location is greater than the width of the printhead.
Data string too long.	The data string length exceeds 30 characters.
Format for batch not found.	The format for the batch being sent has not been downloaded.
Graphic not found.	The graphic specified for a field has not been downloaded.
Identifier out-of-range.	The format, batch, line, or graphic identifiers are out of range. Refer to the <i>Programmer's Manual</i> for valid ranges.

Message	Description/Action
Invalid barcode field.	Insufficient or incorrect data was used to create a barcode field.
Invalid command.	An unknown command was received.
Invalid cut value.	The cut value is not 0 or 1 .
Invalid data field.	A field specified to receive data does not exist on the format. The batch is not created.
Invalid incr/decr value.	The increment/decrement value is outside the valid range of 0-999 .
Invalid label length.	The specified supply length is longer or shorter than the printer can print.
Invalid label width	The specified supply width is wider or narrower than the printer can print.
Invalid number of parts value.	The number of parts value is outside the valid range of 1-5.
Invalid orientation value.	The line or character orientation value is not 0 or 1 .
Invalid separator value.	The batch separator value is outside the valid range of 0-3.

Message	Description/Action
Invalid text field.	Insufficient or incorrect data was used to create a text field.
Invalid thickness value.	The line thickness value is outside the valid range of 1-15.
Name descriptor too long.	The format or batch name is longer than 8 characters.
No field to create format.	The format you are sending contains no fields.
Qty/Mult out-of-range.	The print quantity or print multiple is outside the valid range of 1-4 digits.
Row > format length.	The row definition for a field location is greater than the format length.
Row > stock length.	The row definition for a field location is greater than the supply length.
Stop location out of range.	The stop location for a line field is off the tag or the stop location is the same as the start location.

Online Communication Errors

The following errors are caused by communication problems between the host computer and the printer during online operation.

Message	Description/Action
All comm channels busy.	Software Error. Call Monarch Service.
Invalid comm channel.	Software Error. Call Monarch Service.
Invalid file type.	Software Error. Call Monarch Service.
Receive buffer full.	The host did not stop transmission after it received an XOFF character or after DTR went inactive. Check communication setup at the host.
Receive framing error.	Host communication protocol doesn't match machine. Check communication setup at the host.
Receive overrun error.	Host communication protocol doesn't match machine. Check communication setup at the host.

Message

Receive parity error.

Waiting for command terminator.
Press F1 to abort download.

Description/Action

Host communication protocol doesn't match machine.

Check communication setup at the host.

No data is being received from the host.

Check to see if the host or the communications line is down.

Press $\textcircled{\text{F1}}$ to discontinue communications (the batch or format data will be lost and must be retransmitted).

For supplies, service, or assistance call:

TOLL FREE:

1-800-543-6650 (In the U.S.A.)

1-800-263-4650 (In Canada)